

## **Utility Advisory Commission Regular Meeting**

### **Agenda**

Thursday, July 1, 2021

7:00 pm – Gardner City Hall Council Chambers

#### **CALL TO ORDER**

#### **PLEDGE OF ALLEGIANCE**

#### **PUBLIC COMMENT**

#### **CONSENT AGENDA**

1. Standing approval of the minutes as written for the June 3, 2021 meeting of the Utility Advisory Commission.

#### **NEW BUSINESS**

1. Consider a recommendation to City Council for awarding a contract to Ford Hall Company in the amount of \$33,920 for the Kill Creek WRRF Clarifier improvements, Project No. WW1905.

#### **DISCUSSION ITEMS**

1. Project Updates
2. Electric Outage Report- 2<sup>nd</sup> Quarter 2021
3. Sewer Repair Report- 2<sup>nd</sup> Quarter 2021
4. Water Repair Report- 2<sup>nd</sup> Quarter 2021

#### **OTHER BUSINESS**

#### **ADJOURNMENT**

## **UTILITIES ADVISORY COMMISSION STAFF REPORT CONSENT AGENDA ITEM #1**

**MEETING DATE: JULY 1, 2021**

**STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** Standing approval of the minutes as written for the June 3, 2021 meeting of the Utilities Advisory Commission.

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### **Background:**

The draft minutes for the June 3, 2021 Utilities Advisory Commission meeting are attached.

### **Staff Recommendation:**

Staff recommends approval of the minutes for the June 3, 2021 meeting of the Utilities Advisory Commission.

### **Attachments:**

- Draft minutes of the June 3, 2021 Utilities Advisory Commission meeting.

**RECORD OF PROCEEDINGS  
OF THE UTILITY ADVISORY COMMISSION  
GARDNER, KANSAS  
Page No. 2021-13  
June 3, 2021**

The Utilities Advisory Commission of Gardner, Kansas, met in Regular Session on June 3, 2021, at City Hall. Present were Chairperson Kristina Harrison, Vice-Chairperson Jake Wells, Commissioner Gary Williams, Commissioner Barbara Coleman, Utilities Department Director Gonzalo Garcia, Staff Engineer Ric Gere and Administrative Assistant Erin Groh. Commissioner Bryce Augustine was not in attendance.

**CALL TO ORDER**

The meeting was called to order at 7:00 p.m. by Chairperson Kristina Harrison.

**PLEDGE OF ALLEGIANCE**

**CONSENT AGENDA**

- 1. Standing approval of the minutes as written for the May 6, 2021, meeting of the Utility Advisory Commission.**

Motion by Commissioner Coleman, seconded by Vice-Chair Wells, to approve the Consent Agenda.

Motion carried 4-0 Aye

**NEW BUSINESS**

- 1. Consider a recommendation to the City to award a five year service contract to Asplundh Tree Expert, LLC in an amount not to exceed \$55,000.00 per year, for five years for the 2021-2025 Electric Line Clearance Tree Trimming Program.**

Director Garcia presented the staff report. Beginning in 2010, the city implemented a tree trimming program. This was due to having several outages due to tree limbs. During the past few years, the city has had a four year contract for tree trimming so in order to make it a little more efficient, staff would like to make it a five year contract. Seven companies requested bid documents after an Invitation to Bid was posted and only one company submitted a bid, which was Asplundh. The city has had a contract with Asplundh for the past eight years or so. The area that is trimmed around town rotates every year.

Motion by Commissioner Coleman, seconded by Vice-Chair Wells, to forward the recommendation to the City Council to award a five year service contract to Asplundh Tree Expert, LLC in an amount not to exceed \$55,000.00 per year, for five years for the 2021-2025 Electric Line Clearance Tree Trimming Program.

Motion carried 4-0 Aye

- 2. Consider a recommendation to the City Council to award a contract for the 2021 Cured in Place Pipe (CIPP) Rehabilitation project for the amount of \$399,516.50.**

Director Garcia presented the staff report. After an I&I (Inflow & Infiltration) study, it was determined that currently the most issues are on the public side and not many on the private side. In order to address the public issues (from cracks, fractures, offsets, broken sections in pipe), staff did an Invitation for Bids for Cured in Place Pipe in which you can coat or line the interior of the pipe, instead of having to dig the pipe

out, which is a much more effective way. Utilities received five bids and after staff reviewed bids and evaluated contractors, staff selected SAK. The bid was for \$399,516.50. Utilities has \$600,000 this year to do repairs related to I&I.

Ric Gere, Utilities Staff Engineer answered some questions that commissioners had. Commissioner Williams asked what is lined in the pipe and Gere responded that it is lined with a poly-resin felt and is inverted with air or water and then cured with steam or hot water. It takes a clay pipe and makes it more like a new PVC pipe. Gere said you may lose a small amount of diameter in the pipe but it will increase the flow. The design life is approximately 50-60 years. Chair Harrison asked what the timeframe is to complete the work and Commissioner Coleman said that it is 60 days per the contract. Gere said SAK is hoping to be done by the end of August depending on weather. Vice-Chair Wells asked if this effort is for a certain targeted area and Gere responded that this work will take place in the Big Bull Creek 2 sub-basin which is a high-priority area.

Motion by Commissioner Coleman, seconded by Vice-Chair Wells, to forward the recommendation to the City Council to award SAK Construction, LLC for the 2021 Cured in Place Pipe (CIPP) Rehabilitation contract in the amount not to exceed the amount of \$399,516.50.

Motion carried 4-0 Aye

### **3. Consider a recommendation to the City Council implement a Utility Rebate Program.**

Director Garcia presented the staff report. In 2010, the city offered a program to new residents where they could get a set of LED light bulbs at City Hall with the incentive of conserving energy. In 2017, the UAC asked if there was any programs that the city sponsored so Garcia did some research and at that time there wasn't a program that the city was offering. At that time the UAC didn't take any action to start a program. After extensive discussion with the UAC about starting a rebate program in 2020, Garcia researched some different program ideas like thermostats, LED bulbs, smart power strips and water irrigation controllers. Garcia recently contacted Home Depot and Ace Hardware to see if they would want to partner with Gardner on a rebate program. Both companies are willing to work with the city and so Garcia stated he would like to get a buy-in from City Council before more details are worked out on the program. At the May 6 UAC meeting it was discussed by Garcia that after talking with Home Depot and Ace Hardware that thermostats and LED bulbs would be what the rebate program should probably start with. Garcia would like to request from Council that \$25,000 be used from the Electric fund and \$7,500 from the Water fund.

Motion by Vice-Chair Wells, seconded by Commissioner Coleman, to forward a recommendation to the City Council to authorize implementing a pilot Utility Rebate Program for 2021 to be funded by the Electric Fund in the amount of \$25,000 and by the Water fund in the amount of \$7,500.

Motion carried 4-0 Aye

### **PROJECT UPDATES**

Director Garcia gave a brief update of the Hillsdale Water Treatment Plant Expansion and said that they had a progress meeting earlier in the day and substantial completion will be on June 24<sup>th</sup>. By that date water will be able to be produced in the new expansion. Currently the water usage is 2.8 million gallons per day.

Wells asked if the city plans to allow residents to look at data from the smart meters on an app. Garcia said that there was a new type of software that Nexgrid implemented and so it should be ready in the next couple months, possibly end of June or early July. Wells asked how often the data read is. Garcia said that for water it is every 4-5 hours and for electric the read is every 15 minutes.

**RECORD OF PROCEEDINGS  
OF THE UTILITY ADVISORY COMMISSION  
GARDNER, KANSAS**  
Page No. 2021-15  
June 3, 2021

Coleman asked where the city is at with installing the water meters. Garcia said that we are 40% done installing them. Coleman asked where the city is at with recovering from the \$5.6 million bill from the energy crisis. Garcia said that a PCA (Power Cost Adjustment) has been implemented. Electric consumers are paying 2.8 per kWh more per month and that's to recover that cost difference that customers had to pay for that cold snap. Over a period of one year, the city should be able to recover that cost difference.

**ADJOURNMENT**

Motion by Commissioner Williams, seconded by Vice-Chair Wells, to adjourn the meeting at 7:37 p.m.

Motion carried 4-0 Aye

/s/ \_\_\_\_\_ Erin Groh

Utilities Department Administrative Assistant

## **UTILITY ADVISORY COMMISSION**

### **STAFF REPORT**

### **NEW BUSINESS ITEM No. 1**

**MEETING DATE: JULY 1ST, 2021**

**STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** Consider a recommendation to City Council for awarding a contract to Ford Hall Company in the amount of \$33,920 for the Kill Creek WRRF Clarifier improvements, Project No. WW1905.

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#### **Background:**

The Kill Creek Water Resource Recovery Facility has been in operation for approximately 20 years. As part of the treatment process, the facility uses a Weir Wolf Automated Cleaning System manufactured by Ford Hall Company on both mechanical clarifiers. This proprietary cleaning system was part of the original design of the plant. This system cleans the algae buildup off the channels and v-notch weirs, prior to the effluent going to the UV system. Effluent water then discharges to Kill Creek, a tributary of the Kansas River.

The proposed cleaning System will reduce the amount of algae and TSS “total suspended solids” while providing clean water before reaching the UV disinfection and recycled water process. This system will ensure continued compliance with Kill Creek’s KDHE water pollution control permit.

#### **Process:**

Ford Hall was the original manufacture of this proprietary system used at Kill Creek. Staff contacted Ford Hall Company for a proposal on a turnkey replacement of all brushes, arms and equipment associated with the Weir Wolf Cleaning System. This Weir system is a proprietary system only provided by the Ford Hall Company.

Utilities staff has reviewed the proposals presented by Ford Hall Company and agree the equipment provided meet and exceed all of the original requirements.

#### **Staff and Committee Recommendation:**

Consider a recommendation to the City Council for awarding a contract to Ford Hall Company in the amount of \$33,920 for the Kill Creek WRRF Clarifier improvements, Project No. WW1905.

#### **Attachments:**

- Ford Hall Company Proposal for Clarifier improvements.
- Weir-Wolf System Brochure

<b>FORD HALL CO INC</b> WEIR WOLF automated cleaning system PO Box 2110 Richmond KY 40476 859-624-1077	Wednesday, May 26, 2021	Project: <u>Kill Creek WWTP</u> <u>KS</u>
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Model:	SBDWL-003						
Inner Baffle	Outer Baffle	Inner Weirs	Outer Weirs	Vertical Spillways	Inner Launder Wall	Bottom Launder	Outer Launder Wall
X	X	X	X	X	X	X	X
Materials			316 Stainless Steel		304 Stainless Steel		
Attachment Sleeve					X		
Mainframe					X		
Brush Arm					X		
Brush Holders			X				
Springs			X				
Effluent and Scum Box Ramps					X		
Brushes			Polypropylene (Red/Black)				
Installation							INCLUDED
Fully Installed - Turnkey Installation by FHC Certified Technicians. Includes tools, field installation, start up testing, certification and Training. up to Two (2) days per clarifier. Startup testing, certification and training must be completed during the Two (2) days per clarifier the FHC technician is onsite.							INCLUDED
Attachment Sleeve & Mainframe & Effluent Discharge Ramps will be inspected & possibly reused but are included with FIVE YEAR WARRANTY... Once THE FORD HALL Turn Key Install is Complete.							INCLUDED
Based on (1) Mobilization (611 miles one way) for the total job.							
The Weir-Wolf equipment is covered by a five (5) years parts warranty and a one (1) year labor warranty (excluding brushes.)							

<b>TWO (2)</b>	<b>CUSTOM DESIGNED WEIR-WOLF SYSTEM \$16,960 each</b>	<b>\$33,920</b>
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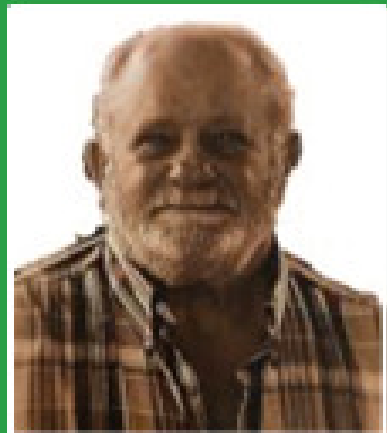
X indicates option included in quote.

The Weir-Wolf system requires "L- shaped" upper scum baffle brackets. Price assumes clarifier is completely free of obstructions around the entire periphery of the clarifier and is compatible with the Weir-Wolf system. If the system cannot be welded to the skimmer arm additional materials and fees will be assessed.

Price does not include any taxes, licenses, prevailing wage requirements nor fees (if applicable). Where sales taxes are applicable, it shall be paid directly to the state by the buyer. Our terms of payment are NET payable upon receipt of invoice. This quote will remain in effect for ninety (90) days. All Prices are in US Dollars.

# Going Around in Circles for 30 years

*"It's All We Do!"*



**Ford W. Hall**

Ford began work in 1986 as a mechanic / operator at West Hickman Treatment Plant in Lexington, KY. Workers formerly had to get into the tanks to remove the algae.

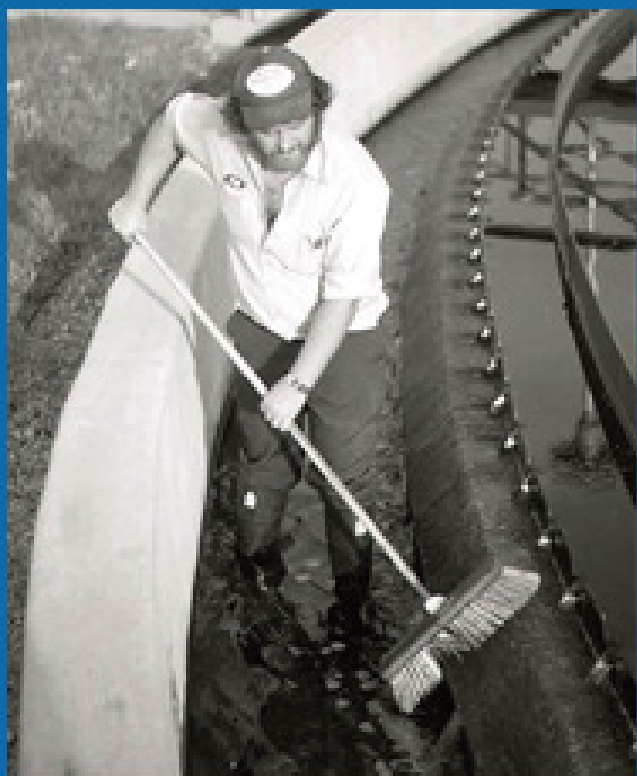
Ford's device was mounted on the existing skimmer arm, needing no motor of its own. This kept the algae from getting a foothold.

Ford patented his invention.

Now over 30 years later, FHC is continuing to help plants with safety, manpower, savings in this capacity.

**Say Goodbye to Scrubbing**

**A Revolution in the Industry**



859-624-1077

[fordhall.com](http://fordhall.com)

859-624-3320 Fax

PO Box 2110

Richmond, KY 40476



# Weir-Wolf™

Automated Clarifier & Thickener Cleaning System



## "Break-Away" From The Pack



30+ Years

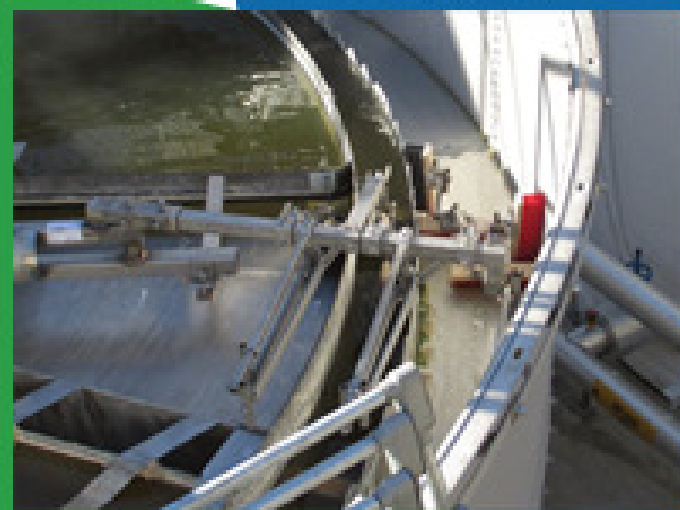
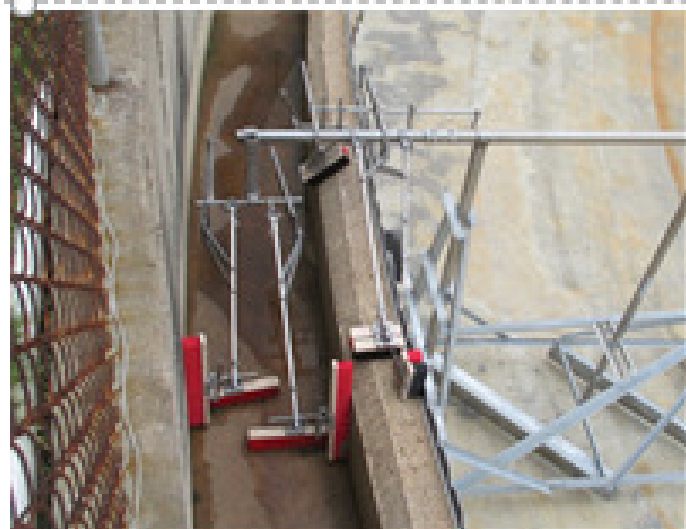
Over 2000 units

Installed in 49 States,  
Canada, Asia & Australia

859-624-1077

[weir-wolf.com](http://weir-wolf.com)





## Features

- Removes algae/ non algae build up
- All Stainless Steel
- Brush Life ~ 1 year
- Patented Shear Safety feature
- Custom Designed
- Engage / Disengage capabilities

## Benefits

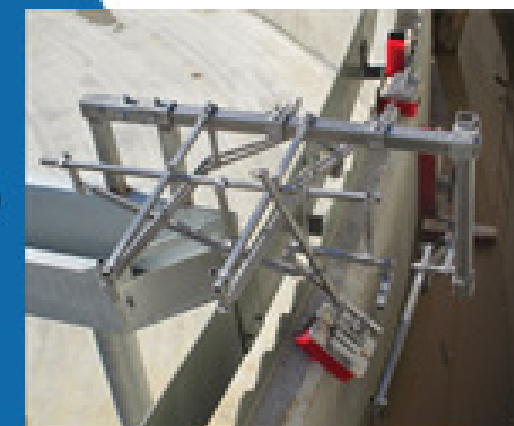
- Reduces risk of injury
- Fast and easy
- No chemicals
- Green Technology
- Reliable and durable
- Easy to maintain
- Saves Money
- Saves Time
- Saves Manpower
- Assists UV and Disinfection Systems

*"I preach physical observations... The most simple clarifier observation is the weir characteristics. Plugged weirs cause flow pattern changes that affect the ability of the clarifier to clarify. If currents develop due to plugged weirs, the entire clarifier becomes upset and the potential for solids carryover is greatly increased. Clean weirs!! Clean weirs, blanket observations, and lower return sludge flow rates are the bases of optimal clarifier operation."*

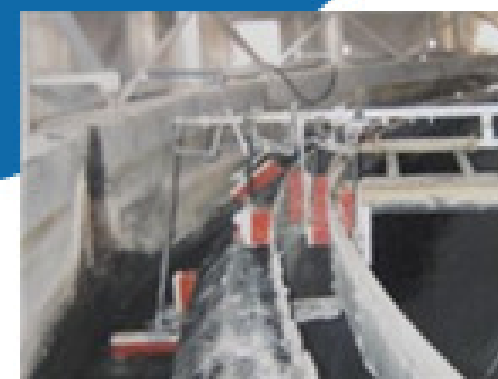
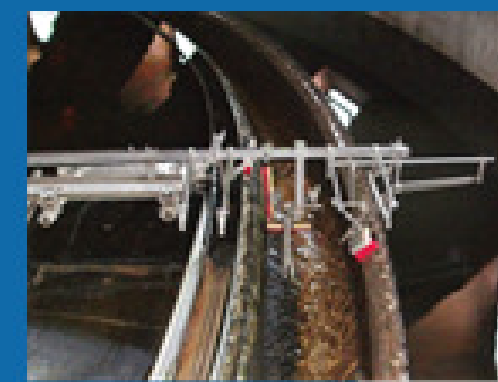
*- Ronald G. Schuyler*

## Applications

- Municipal & Industrial Installations
- Wastewater & Water Plants
- Clarifiers (Primary, Intermediate, Secondary/Final)
- Contact Basins & Thickeners
- Installed on New
- Retrofitted to Existing
- Open Tanks, Under Domes
- Circular and Multi-sided Applications



## 64+ Covered Applications



*Hey, folks! I just wanted to thank you for providing the BEST device for cleaning weirs. I can't tell you how many times I've seen the Weir Wolf in action ..... all over the country! It's the one thing that does the job it's supposed to do !!!*

*- John Esler*

## What Separates Weir-Wolf from the Pack?

- Proven Track Record with over 2000 installations
- Dedicated Service Division
- Trained Professional Installation Crew
- Preventative Maintenance Programs
- Patented Shear Safety™ Feature
- Aftermarket Courtesy Calls



**UTILITY ADVISORY COMMISSION STAFF REPORT      DISCUSSION ITEM #1**  
**MEETING DATE:      JULY 1, 2021**  
**STAFF CONTACT:      GONZALO GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** Project Updates

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**Background:**

Staff will discuss current developments of projects.

**UTILITY ADVISORY COMMISSION STAFF REPORT**

**DISCUSSION ITEM #2**

**MEETING DATE: JULY 1, 2021**

**STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** 2021 2<sup>nd</sup> Quarter Electric Outage Report

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**Background:**

Electric staff responded to 14 outages affecting 346 customers:

- 6 caused by equipment failures
- 4 caused by animals
- 4 caused by other reasons

The average workday response time was 13 minutes and the average workday length of outage was 28 minutes.

The average after-hours response time was 49 minutes and the average after-hours length of outage was 2 hours and 19 minutes.

The overall average response time was 44 minutes and the overall average length of outage was 2 hours and 3 minutes.

**Attachment Included:**

- 2021 2<sup>nd</sup> Quarter Electric Outage Report

Electric Outage Summary

Report Dates Between 4/1/2021 and 6/23/2021

6/24/2021

EQ - Equipment, TR - Trees, AN - Animals, SM - Storms, DO - Damage By Others, OT - Other

11:36 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210406-010	327 E PARK ST	4/6/2021	10:45 am	4/6/2021	11:00 am	4/6/2021	11:22 am	25	Power Out	Cutout was damaged.	0:15	0:37	2.0	EQ
20210413-007	643 E COLLEEN DR	4/10/2021	10:24 am	4/10/2021	11:15 am	4/10/2021	2:15 pm	1	Power Out		0:51	3:51	6.0	EQ
20210503-013	318 E WASHINGTON ST	5/3/2021	7:09 am	5/3/2021	7:20 am	5/3/2021	7:28 am	1	Power Out	Mike Green called and reported Wheatridge Middle School lost two phases.	0:11	0:19	3.0	AN
20210517-012	220 E WARREN ST	5/15/2021	2:00 am	5/15/2021	2:48 am	5/15/2021	2:57 am	1	House Fire		0:48	0:57	1.0	OT
20210517-013	450 N BIRCH ST	5/15/2021	3:34 pm	5/15/2021	4:19 pm	5/15/2021	7:30 pm	0	Damaged Power Pole	Fire Department reported top of power pole was on fire. Top of pole caught on fire due to squirrel coming in contact with B-Phase and Ground. Installed new crossarm below the damaged section of the pole.	0:45	3:56	8.0	AN
20210517-015	31742 W 167TH TER	5/16/2021	8:17 am	5/16/2021	9:24 am	5/16/2021	9:55 am	1	Customer Side Issue	Rain blowing into meter can and running down the entrance cable to breaker panel. Removed meter lid and customer installed putty in slots on meter and a ring of putty around meter on outside of lid.	1:07	1:38	2.0	OT
20210517-016	144 W PAWNEE LN	5/16/2021	4:21 pm	5/16/2021	5:10 pm	5/16/2021	8:46 pm	3	Power Out	CSP Transformer failed to reset.	0:49	4:25	13.0	EQ
20210525-005	774 E PINEWOOD ST	5/24/2021	5:33 pm	5/24/2021	6:00 pm	5/24/2021	6:30 pm	2	Power Out	Customer stated partial power, Burnt secondary lead in pedestal. Spliced and repaired.	0:27	0:57	4.0	EQ
20210527-006	212 W CHEYENNE ST	5/26/2021	5:34 pm	5/26/2021	5:58 pm	5/26/2021	6:46 pm	236	Power Out	Genesis Farms Subdivision. 80 amp fused elbow possibly melted out due to overloading.	0:24	1:12	4.0	EQ
20210607-013	228 N CHERRY ST	6/6/2021	8:08 am	6/6/2021	8:20 am	6/6/2021	10:47 am	57	Power Out	outage on B phase circuit 34. A&B phase fuses blew for Wheat Ridge feed causing the SMU 200 Amp fuse to blow in cabinet behind Quick Trip.	0:12	2:39	4.0	AN
20210611-008	754 S OAK ST	6/10/2021	5:58 pm	6/10/2021	7:00 pm	6/10/2021	8:55 pm	2	Power Out		1:02	2:57	5.0	EQ
20210614-012	30125 W 187TH ST	6/12/2021	2:10 pm	6/12/2021	2:56 pm	6/12/2021	2:59 pm	1	Customer Side Issue	Main breaker at the meter was tripped. Jeff advised them to contact the main office when this happens. Resident says it is difficult to get in touch when them.	0:46	0:49	1.0	OT

Electric Outage Summary

Report Dates Between 4/1/2021 and 6/23/2021

6/24/2021

EQ - Equipment, TR - Trees, AN - Animals, SM - Storms, DO - Damage By Others, OT - Other

11:36 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210614-013	433 N CENTER ST	6/12/2021	2:10 pm	6/12/2021	3:10 pm	6/12/2021	3:20 pm	1		Resident stated that there was an orange box with wires hanging out. Jeff inspected the area and did not find any orange box with wires sticking out.	1:00	1:10	1.0	OT
20210622-006	1150 E SANTA FE ST	6/19/2021	12:20 pm	6/19/2021	2:00 pm	6/19/2021	3:40 pm	15	Power Out	Squirrel tripped out B-phase on overhead line and B-phase underground elbow arrestor blew and damaged T-Body terminator at electric cabinet east of Sub. 1. causing 22 circuit to trip breaker.	1:40	3:20	6.5	AN
Totals:								346	60.5					

12	After Hours Average	0:49	2:19	Cause Totals	
2	Workday Average	0:13	0:28	EQ	6
14	Average	0:44	2:03	TR	0
				AN	4
				SM	0
				DO	0
				OT	4

**UTILITY ADVISORY COMMISSION STAFF REPORT****DISCUSSION ITEM #3****MEETING DATE: JULY 1, 2021****STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** 2021 2<sup>nd</sup> Quarter Wastewater Collection Repairs Report

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**Background:**

Line maintenance staff completed 11 sanitary sewer line repairs affecting 9 customers:

- 2 due to roots
- 2 due to damage by others
- 5 due to residents' issues

The average workday response time was 15 minutes and the average workday repair time was 10 hours and 7 minutes.

The average after hours response time was 4 minutes and the average after hours repair time was one hour and 29 minutes.

The overall average response time was 12 minutes. The overall average repair time was 7 hours and 46 minutes.

**Attachment Included:**

- 2021 2<sup>nd</sup> Quarter Wastewater Collection Repairs Report

Sewer Repair Summary

Report Dates Between 4/1/2021 and 6/23/2021

GR - Grease, RT - Roots, LS - Line Sag, DB - Debris, LF - Line Failure, O - Damage By Others, RI - Residents Issue, OT - Other

6/25/2021

11:47 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210405-020	16845 PRATT ST	4/5/2021	1:49 pm	4/5/2021	2:05 pm	4/8/2021	1:30 pm	1	Backup	Sewer main backup. Scott called me and said Ken at 16845 Pratt in Quail Meadows called him and said a manhole has standing water in it.	0:16	71:41	89.5	O
20210407-010	N WHITE DR	4/7/2021	7:30 am	4/7/2021	8:00 am	4/7/2021	9:00 am	0	Manhole	Farmer hit ring and manhole cover off of cone section. went and put ring and casting back on.	0:30	1:30	3.0	O
20210408-010	107 S ELM ST	4/7/2021	2:25 pm	4/7/2021	2:32 pm	4/7/2021	3:00 pm	1	Backup	Possible backup. Erin called and said the resident at this address called in and said their stools were not draining down and they	0:07	0:35	1.0	RI
20210413-011	301 WINDSOR DR	4/12/2021	8:00 pm	4/12/2021	8:07 pm	4/12/2021	11:42 pm	0	Backup	Recived call of possible water main break across the street from 301 Windsor Dr.at 8:00pm. Upon arrival determined that it was not a water	0:07	3:42	9.5	
20210414-008	864 E CHEYENNE ST	4/14/2021	8:30 am	4/14/2021	9:00 am	4/14/2021	10:00 am	1		Driveway settlement complaint.Ryan H. Customer believes the sewer main may be causing settlement in his driveway.	0:30	1:30	3.0	RI
20210417-001	212 S MEADOWBROOK CIR	4/17/2021	2:02 pm	4/17/2021	2:07 pm	4/17/2021	2:37 pm	1	Backup	Resident complained of sewer back up. upon arrival i checked up stream and down stream MH's (26NE03 & 26NE08) found them to be in good	0:05	0:35	0.5	RI
20210517-009	1061 CIMARRON TRL	5/16/2021	10:00 am	5/16/2021		5/16/2021	10:10 am	1	Backup	Customer called the after hours number reporting water standing on manhole lid not draining. called customer and it was a storm drain that		0:10	0.5	
20210608-006	705 S OAK ST	6/7/2021	9:50 am	6/7/2021	10:00 am	6/7/2021	12:00 pm	1	Backup	Erin, called and said the customer at this address called in saying his basement was backing up with water. Gabe: Checked upstream and	0:10	2:10	6.0	RT
20210608-007	651 S OAK ST	6/7/2021	10:00 am	6/7/2021	10:00 am	6/7/2021	12:00 pm	1	Backup	While onsite for a backup call out at 705 S Oak this customer came outside and complained that she had two backups as well. One last October of	0:00	2:00	6.0	RT

Sewer Repair Summary

Report Dates Between 4/1/2021 and 6/23/2021

6/25/2021

GR - Grease, RT - Roots, LS - Line Sag, DB - Debris, LF - Line Failure, O - Damage By Others, RI - Residents Issue, OT - Other

11:47 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210608-008	18336 BUTTERNUT ST	6/8/2021	6:00 am	6/8/2021	6:15 am	6/8/2021	6:30 am	1	Backup	Got an email from Melissa at City Hall saying the customer at this address called in and said he has had a plumber snake his sewer service as	0:15	0:30	0.5	RI
20210614-009	31782 W 168TH CT	6/11/2021	1:00 pm	6/11/2021	1:15 pm	6/11/2021	2:00 pm	1	Backup	Went out to investigate could not find anything wrong in downstream manhole. cannot access upstream manhole. It is buried under concrete on	0:15	1:00	3.0	RI
Totals:													122.5	

3	After Hours Average	0:04	1:29	Cause Totals	
8	Workday Average	0:15	10:07	GR	0
11	Average	0:12	7:46	RT	2
				LF	0
				LS	0
				O	2
				DB	0
				RI	5
				OT	2.00



**UTILITY ADVISORY COMMISSION STAFF REPORT****DISCUSSION ITEM #4****MEETING DATE: JULY 1, 2021****STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR**

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**AGENDA ITEM:** 2021 2<sup>nd</sup> Quarter Water Distribution Repairs Report

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**Background:**

Line maintenance staff completed 60 water distribution service repairs affecting 83 customers:

- 9 due to line failure
- 6 due to valve failure
- 15 due to damages by others
- 22 due to residents' issues
- 8 due to other issues

The average workday response time was 45 minutes and the average workday repair time was 5 hours and 27 minutes.

The average after hours response time was 20 minutes and the average after hours repair time was 3 hours and 57 minutes.

The overall average response time was 37 minutes. The overall average repair time was 4 hours and 60 minutes.

**Attachment Included:**

- 2021 2<sup>nd</sup> Quarter Water Distribution Repairs Report

Water Distribution Repair Summary

Report Dates Between 4/1/2021 and 6/23/2021

6/25/2021

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue, OT - Other

9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210401-034	E SANTA FE ST	4/1/2021	11:25 am	4/1/2021	11:30 am	4/1/2021	12:30 pm	1	Leak	Lot 108 Leaking.Shut off on setter leaking. Peggy called me at 11:25 am and said lot 108 in Conestoga was leaking at the setter shut off. she said	0:05	1:05	1.0	O
20210401-040	122 S PINE ST	4/1/2021	12:45 pm	4/1/2021	1:00 pm	4/1/2021	1:30 pm	1	Leak	Andrew called and reported the shutoff valve was leaking. upon investigation it is leaking and needs replaced.	0:15	0:45	0.5	VF
20210401-041	S PINE ST	4/1/2021	1:30 pm	4/1/2021	1:45 pm	4/1/2021	4:00 pm	1	Leak	went out to the above address dug up and replaced angle stop and backfield	0:15	2:30	6.0	VF
20210405-023	1199 E SANTA FE ST	4/5/2021	10:00 am	4/5/2021	10:15 am	4/5/2021	10:30 am	1	Residents Issue	Lot # 324 Customer called in reporting that a contractor putting in her satellite dish had broken the lid on her meter pit.	0:15	0:30	0.5	RI
20210406-015	S EVERGREEN ST	4/6/2021	2:20 pm	4/6/2021	2:30 pm	4/6/2021	2:46 pm	0		Replace missing meter pit lid. Got a call from Ted-o saying to go to this address and put a meter pit lid on the meter pit. Upon arrival we could	0:10	0:26	1.0	O
20210407-009	435 W COLLEEN CT	4/7/2021	7:45 am	4/7/2021	8:00 am	4/7/2021	9:00 am	1	Water Quality	Water smells call out John 913 387-7617 Flushed at the hydrant on the end of the cul de sac. Talked to customer and	0:15	1:15	1.0	RI
20210412-009	515 N SYCAMORE ST	4/10/2021	8:48 am	4/10/2021	9:05 am	4/10/2021	9:33 am	1	No Service	resident called in no water. she said a person from the city came to door and told her water was going to be off for about 10 to 15 minutes she said ok	0:17	0:45	0.5	O
20210414-007	320 W PARK ST	4/14/2021	7:00 am	4/14/2021	7:30 am	4/14/2021	8:00 am			Customer called in that their shut off valve on the setter doesn't work. Turned on outside faucet on and shut off meter. valve worked but allowed	0:30	1:00	0.5	VF
20210414-011	111 E PARK ST	4/14/2021	11:30 am	4/14/2021	12:00 pm	4/14/2021	2:00 pm	1	Leak	contractor putting smart meters in broke setter had to go and repair	0:30	2:30	9.5	O
20210415-005	127 E KANE ST	4/14/2021	5:42 pm	4/14/2021	5:48 pm	4/14/2021	6:18 pm	1	No Service	Next Gen installed New meter and forgot to turn water on when they where done	0:06	0:36	0.5	

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210415-013	529 S HICKORY ST	4/15/2021	12:00 pm	4/15/2021	2:00 pm	4/15/2021	3:00 pm	1		Resident called in low water pressure. went out check he had 50 psi and 5 gals a min. @ house. and 55 psi and 12 gals a min. @ setter	2:00	3:00	2.0	RI
20210416-011	1012 CIMARRON TRL	4/14/2021	7:51 pm	4/14/2021	7:54 pm	4/14/2021	8:37 pm	1	Residents Issue	Resident complaint of water leak in home needed water shut off	0:03	0:46	0.5	RI
20210421-005	1199 E SANTA FE ST	4/21/2021	7:00 am	4/21/2021	7:20 am	4/21/2021	7:45 am	1		Lot #88 in Conestoga. Peggy emailed saying Steve turned in a water meter pit that is damaged. Darrell: upon arrival found that the	0:20	0:45	1.0	O
20210423-013	230 W PARK ST	4/28/2021		4/28/2021		4/28/2021		1		Customer called in a broken shutoff on the setter. needs replaced.It is a very small leak. Scheduling with customer to replace shut off valve on setter for			3.0	VF
20210426-015	947 CIMARRON TRL	4/26/2021	8:15 am	4/26/2021	8:30 am	4/26/2021	9:15 am	1	Leak	Got an email from Erin saying this customer called in a leaking water meter.	0:15	1:00	1.0	O
20210428-011	1199 E SANTA FE ST 1200 E SANTA FE ST	4/28/2021	11:15 am	4/28/2021	11:30 am	4/28/2021	1:00 pm	2	Leak	meter reader found angle stop leaking at lot# 411 Conestoga. upon arrival saw water coming over meter pit angle stop leaking dug up and replace	0:15	1:45	4.5	VF
20210429-005	864 MULBERRY ST	4/28/2021	4:29 pm	4/28/2021	4:54 pm	4/28/2021	5:20 pm	1	Leak	Got a call about water coming in to his basement. He said his sump pump was running every 2 mins I checked to make sure no water was boiling up in	0:25	0:51	0.5	RI
20210430-009	805 E VALERIE LN	4/29/2021	6:46 pm	4/29/2021	7:20 pm	4/29/2021	8:00 pm	1	Leak	Called about meter leaking when i arrived i pumped out the pit and the customer side was leaking. i tighten the nut and it stopped leaking.	0:34	1:14	1.0	O
20210503-014	17311 INGRID ST	5/1/2021	6:25 pm	5/1/2021	6:35 pm	5/1/2021	9:15 pm	1	Leak	Got called in about low water pressure checked at the house it was 20 psi 3 gpm. then checked pressure at meter it was 80 psi 15 gpm. while I	0:10	2:50	2.0	VF

Water Distribution Repair Summary

Report Dates Between 4/1/2021 and 6/23/2021

6/25/2021

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue, OT - Other

9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210503-017	131 N OTT LN	5/1/2021	6:40 pm	5/1/2021	6:50 pm	5/3/2021	7:20 pm	1	Leak	Called about water in meter pit. pumped out the pit. Put the listener on and could hear faint water leak on customer side. going to do up grade	0:10	48:40	2.8	RI
20210504-006	80 ASH ST	5/3/2021	6:32 pm	5/3/2021	7:00 pm	5/3/2021	7:30 pm	1	Leak	Lot 80 in Conestoga customer called saying there was a puddle of water around meter pit and that there water bill has gone up. At arrival pumped	0:28	0:58	1.0	LF
20210504-008	80 ASH ST 1199 ASH ST	5/3/2021	6:30 pm	5/3/2021	7:00 pm	5/4/2021	12:00 pm	1	Leak	Lot #80 in Conestoga Water service leak repair. This is a repair from a service leak turned in by Trevor. He was on call and was called on 5/3/21.	0:30	17:30	15.0	LF
20210505-005	19310 GARDNER RD	5/5/2021	8:00 am	5/5/2021	8:15 am	5/5/2021	9:00 am	1	Water Quality	Low water pressure complaint. Customer at Olathe RV called in saying he has low water pressure. Darren 913 856-8145. went out and	0:15	1:00	2.0	
20210506-005	459 N CHERRY ST	5/5/2021	11:30 am	5/5/2021	11:45 am	5/5/2021	12:15 pm	1	Leak	Andrew called in possible water leak went out checked pumped out meter pit could not find nothing wrong. contractor put in smart meter in said it	0:15	0:45	1.0	
20210510-018	615 E MAIN ST	5/10/2021	12:30 pm	5/10/2021	12:45 pm	5/10/2021	1:30 pm	1	Water Quality	owner of Tumbleweed called in complaining about water he said water had air and tasted like carbonation. went out checked water	0:15	1:00	2.0	RI
20210514-010	250 W PARK ST	5/14/2021	9:00 am	5/14/2021	9:30 am	5/14/2021	10:00 am	1	Leak	Jeff with Cordrea brothers const. called in and reported they had a leak under the house. upon investigation would could not shut water off due to	0:30	1:00	2.0	RI
20210515-001	1199 E SANTA FE ST	5/15/2021	9:44 am	5/15/2021	10:40 am	5/15/2021	11:00 am	1		Customer called in reporting that their hot water heater was making a noise once in a while. thought it might be a pressure issue.	0:56	1:16	1.0	RI
20210519-015	16090 CANTON ST	5/19/2021	11:00 am	5/19/2021	11:30 am	5/19/2021	12:00 pm	1		Karen sent an email saying a Meter Tech was called to this location and found 18psi at the setter. Perform pressure/flow test at the setter and	0:30	1:00	1.0	LF

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9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210519-017	16090 CANTON ST	5/19/2021	12:00 pm	5/19/2021	12:30 pm	5/19/2021	4:30 pm	1	Leak	meter reader called low water pressure could not figure out why so called ted. ted called me to check on it. went out check it out and found	0:30	4:30	11.5	LF
20210521-010	507 S HICKORY ST	5/20/2021	6:13 pm	5/20/2021	6:25 pm	5/20/2021	7:15 pm	1	Leak	Received page for no water at 6:13pm at 507 S. Hickory. Called resident to confirm issue and get more information. Arrived at 6:25pm and	0:12	1:02	1.0	RI
20210524-010	16437 MUSTANG ST	5/21/2021	5:30 pm	5/21/2021	5:46 pm	5/21/2021	6:41 pm	1		16437 Mustang Received page at 5:30pm about hole in yard at water meter. Upon arrival, at 5:45, I found the meter ring and lid had fallen into the pit.	0:16	1:11	1.0	O
20210524-011	751 N WALNUT ST	5/22/2021	9:00 am	5/22/2021	9:15 am	5/22/2021	10:00 am	1	Leak	751 N. Walnut Received page at 9:00am about customer hearing a pop and then not having any water. Arrived at residence at 9:15am and	0:15	1:00	1.0	RI
20210525-007	800 S MAPLE ST	5/25/2021	7:00 am	5/25/2021	7:10 am	5/25/2021	8:00 am	1	Water Quality	Customer called in reporting they had low pressure. pressure at the outside faucet was 57PSI and had 5.5GPM of flow. talked	0:10	1:00	2.0	RI
20210525-016	705 S CEDAR ST	5/25/2021	8:00 am	5/25/2021	10:30 am	5/25/2021	11:10 am	1	Residents Issue	Customer is eliminating their sprinkler system and wanted to know how to go about it. Told customer she needed to talk with a contractor as the work	2:30	3:10	2.0	RI
20210526-015	531 S JUNIPER ST	5/26/2021	11:15 am	5/26/2021	11:30 am	5/26/2021	12:00 pm	1	Leak	Erin called me a pedestrian called in water coming over walkway on center street. went out to check it out open meter pit sew leak detector on	0:15	0:45	1.0	RI
20210527-009	1199 E SANTA FE ST	5/27/2021	7:00 am	5/27/2021	7:30 am	5/27/2021	8:00 am	1	Water Quality	Resident called low water pressure went out and checked it was 55 psi and 7 gals a minute at the house. so went to talk to resident .she said	0:30	1:00	2.0	RI
20210527-013	250 W PARK ST	5/27/2021	8:00 am	5/27/2021	8:15 am	5/27/2021	9:10 am	1		Jeff Cordray called in to report he had water under the house at this address. we went out and pumped out the pit and there is no leak in the pit	0:15	1:10	2.0	RI

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9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210601-015	447 N CHERRY ST	5/29/2021	11:16 am	5/29/2021	12:15 pm	5/29/2021	2:10 pm	1	Leak	customer called saying sump pump was constantly running. went to house up on arrival i shut water off and waited about one hour and thirty	0:59	2:54	2.0	RI
20210602-014	551 N EVERGREEN ST	6/2/2021	10:15 am	6/2/2021	10:45 am	6/2/2021	11:45 am	1		Got an email from Karen saying the Meter Tech needed help changing out the smart water meter at this address. 6/2/21 Upon arrival found smart meter	0:30	1:30	2.0	O
20210602-018	115 E SHAWNEE ST	6/2/2021	2:00 pm	6/2/2021	2:30 pm	6/2/2021	4:00 pm	1	No Service	Karen called and said next gen could not get 1" meter in setter. so went to help found that angle stop was stripped. had to hydro excavate and	0:30	2:00	6.0	O
20210603-012	N CENTER ST 137 N CENTER ST	6/3/2021	9:34 am	6/3/2021	9:40 am	6/3/2021	10:00 am	1		Brittany Court. Erin sent me an email saying the manager at Brittany Court was concerned about settlement in the parking lot where there was a	0:06	0:26	0.5	
20210603-013	491 N BIRCH ST	6/3/2021	12:00 pm	6/3/2021	12:15 pm	6/3/2021	1:30 pm	1	Leak	Got a call from Heartland Plumbing saying this customer called them to ask if they could check to see if their service line is leaking. Jamie from	0:15	1:30	3.0	O
20210603-014	115 E SHAWNEE ST	6/3/2021	9:15 am	6/3/2021	9:20 am	6/3/2021	9:30 am	1	No Service	Erin received call around noon on 6/2/21 this message was relayed to me at 9:18am on 6/3/21 that the residents where questioning why	0:05	0:15	1.0	RI
20210608-005	427 N SUMAC ST	6/7/2021	10:30 am	6/7/2021	10:45 am	6/7/2021	12:00 pm	1	Leak	Possible water leak went out and checked pit. Pumped out meter pit and found water pushing into the pit from the customer side. Informed the	0:15	1:30	2.0	RI
20210609-006	203 N LAUREL ST	6/9/2021	8:40 am	6/9/2021	9:00 am	6/9/2021	10:00 am	2	Leak	resident called in possible water leak went out to investigate we can hear something on the setter called Thomas to put Leak Detectors out to pinpoint	0:20	1:20	0	LF
20210609-019	260 N MOONLIGHT RD	6/9/2021	1:15 pm	6/9/2021	1:30 pm	6/9/2021	2:00 pm	1	Leak	Customer called in water by his meter pit. Went out and found water leak on setter nut on city side it was not tightened after contractor put smart	0:15	0:45	1.0	O

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9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210611-009	514 W BLUEBIRD ST	6/11/2021	5:15 am	6/11/2021	5:30 am	6/11/2021	8:30 am	1	Main Break	Got a call from pager company about a water main break at Bluebird and Walnut. Upon arrival i saw we did have a break. Throttled down the main	0:15	3:15	12.0	LF
20210611-010	872 N ALDER ST	6/10/2021	9:00 am	6/10/2021	9:15 am	6/10/2021	3:30 pm	1	Leak	Found a MJ 45 leaking the bolts were not stainless steel and were corroded. Removed old bolts and installed new stainless steel bolts.	0:15	6:30	20.0	
20210611-011	726 E COLLEEN DR	6/10/2021	11:40 am	6/10/2021	12:00 pm	6/11/2021	11:00 am	1	Leak	Got a call from Erin saying the customer at this address called in a water main leak. Upon arrival i did see water on the south west corner of the	0:20	23:20	0.5	LF
20210611-018	620 N WINWOOD TER	6/11/2021	11:00 am	6/11/2021	11:15 am	6/11/2021	12:00 pm	1		Resident called in and said that there was a hole by the fire hydrant. went and found it was fire hydrant valve need 2" metal riser. we had 2" metal	0:15	1:00	2.0	
20210613-001	813 S CEDAR ST	6/11/2021	6:22 pm	6/11/2021	6:30 pm	6/11/2021	7:00 pm	1	No Service	resident called and said somebody from the city left a blue tag on door saying they could not leave water on because something was running in the	0:08	0:38	0.5	RI
20210613-002	565 E MOCKINGBIRD ST	6/13/2021	10:59 am	6/13/2021	11:15 am	6/13/2021	11:45 am	1	Leak	resident called in water coming out of sprinkler box and meter pit. Went out to investigate and found sprinkler was leaking, spoke to resident and told him	0:16	0:46	0.5	RI
20210614-010	203 N LAUREL ST	6/14/2021	6:00 am	6/14/2021	6:30 am	6/14/2021	11:30 am	1	Leak	Water service leak. Dug up and found pinholes in Copper in middle of street. pulled through 50' poly and Tracer wire to restore service.	0:30	5:30	16.0	LF
20210616-005	726 E COLLEEN DR	6/10/2021	1:00 pm	6/10/2021	1:15 pm	6/15/2021	7:00 am	1	Leak	Customer reported water standing in their yard. went out and found that Nexgen had changed out the meter and did not put a meter gasket in the	0:15	114:00	2.0	O
20210616-018	16499 EVERGREEN ST	6/16/2021	12:30 pm	6/16/2021	12:50 pm	6/16/2021	1:30 pm	16	No Service	Went out and replaced damaged 2" water meter. contractor ran over it with a piece of equipment and contractor already paid for it	0:20	1:00	2.0	O

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9:02 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20210617-005	W 162ND TER	6/16/2021	7:01 pm	6/16/2021	7:20 pm	6/16/2021	7:35 pm	0		Was called about Fire hydrant on 162nd wasn't shutting down. when i arrived the hydrant was down but the hydrant was free spinning shutting	0:19	0:34	1.0	O
20210618-028	472 E WILLOW ST	6/18/2021	1:30 pm	6/18/2021	1:45 pm	6/18/2021	2:00 pm	1	No Service	Marilyn called and said resident called no water at her house. Darrell went and found nexgen putting smart meter in. Darrell spoke to the contractor and	0:15	0:30	0.5	
20210623-011	400 N LOCUST ST	6/23/2021	10:00 am	6/23/2021	10:30 am	6/23/2021	12:30 pm	10	Leak	Andrew called me about leaking angle stop. went out and replaced with new angle stop. 10 residents had low water pressure.	0:30	2:30	4.0	LF
20210623-021	415 E WASHINGTON ST	6/22/2021	4:00 pm	6/23/2021	7:00 am	6/23/2021	8:00 am	1	Leak	Thomas emailed me possible leak at 415 E Washington St. went out and put listener on 3 water valve and water service find anything wrong.	15:00	16:00	2.0	
20210623-025	829 S WOODSON CT	6/18/2021	6:40 pm	6/18/2021	6:50 pm	6/18/2021	7:20 pm	1	Leak	called out about water running in the residents yard. Found water running in the back yard and found irrigation system was broken I talked to resident	0:10	0:40	1.0	RI
Totals:								83	169.3					

18	After Hours Average	0:20	3:57	Cause Totals
42	Workday Average	0:45	5:27	LF9
60	Average	0:37	4:60	SF0
				VF6
				RCF0
				O15
				RI22
				OT8.00